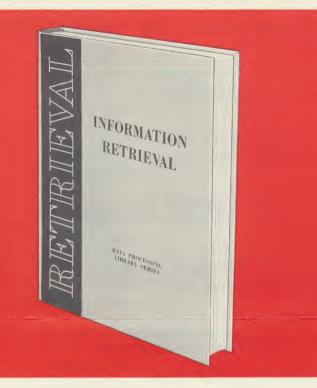
INFORMATION RETRIEVAL MANAGEMENT

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This book provides a broad systems approach to the storage and retrieval of information. Mainly the subjects covered fall into five categories:

The General Problem — The consideration of technical information in general terms. Historical, social and cultural backgrounds of the problem are examined, and the general factors significant to date and of probable significance in the future.

The Management Problem — A view of various aspects of the management problem and some of their interrelationships. Reports on science information centers and the management situation. A summary of the material on information retrieval management.

Communications Aspects — A study of the facets of communications peculiar to science information centers — the general business intelligence system, the nature of the scientist, the compatibility of the new information services with other information activities and some problems involved in integration of these services, and the problem of customer communication with a digital computer information retrieval system.

Problem Definition — These chapters provide specific approaches to certain areas of interest to management: a survey technique used to determine design information for an information center; criteria for the economic justification of

an information center; and guidelines for the decision to mechanize a technical information activity.

Systems Experience — Reports on the operating experience of one governmental and two industrial environments, considering in some detail the situation in which each exists, the types of services provided to the customers, and problems associated with the operation of the centers. Particular emphasis is given to the problems of financing an industrial technical information center.

A new dimension in science information is presently in the developmental stage; there is as yet no single philosophy, approach, or set of conclusions.

Defining and solving the problems of information storage and retrieval, and associated managerial problems, is a challenge, but one that is being met with some progress.

Information Retrieval Management contributes to a better understanding of the science information process, and provides helpful guidelines for managers and information specialists. In this volume is represented the thinking of the leading experts in this field, who offer their points of view, opinions and reports of experience to assist management in formulating its role in the systems approach for storage and retrieval of information.

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